

FIG. 1

10054477-011602

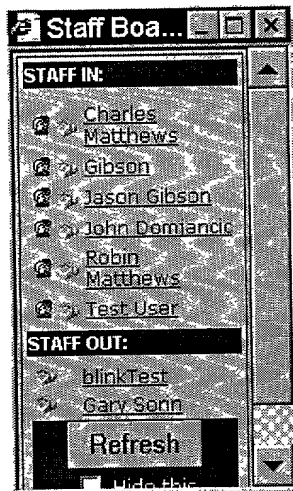


FIG. 2

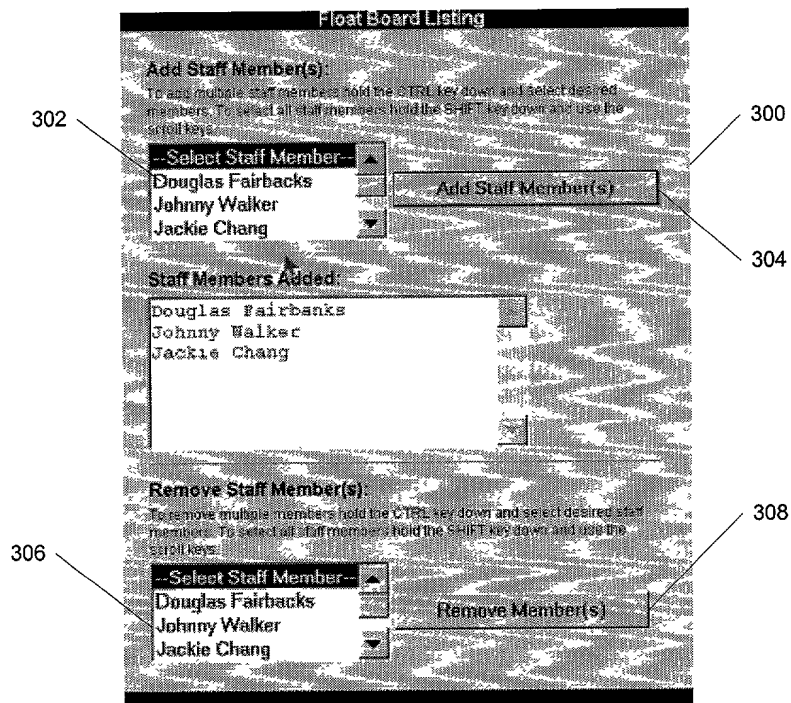


FIG. 3

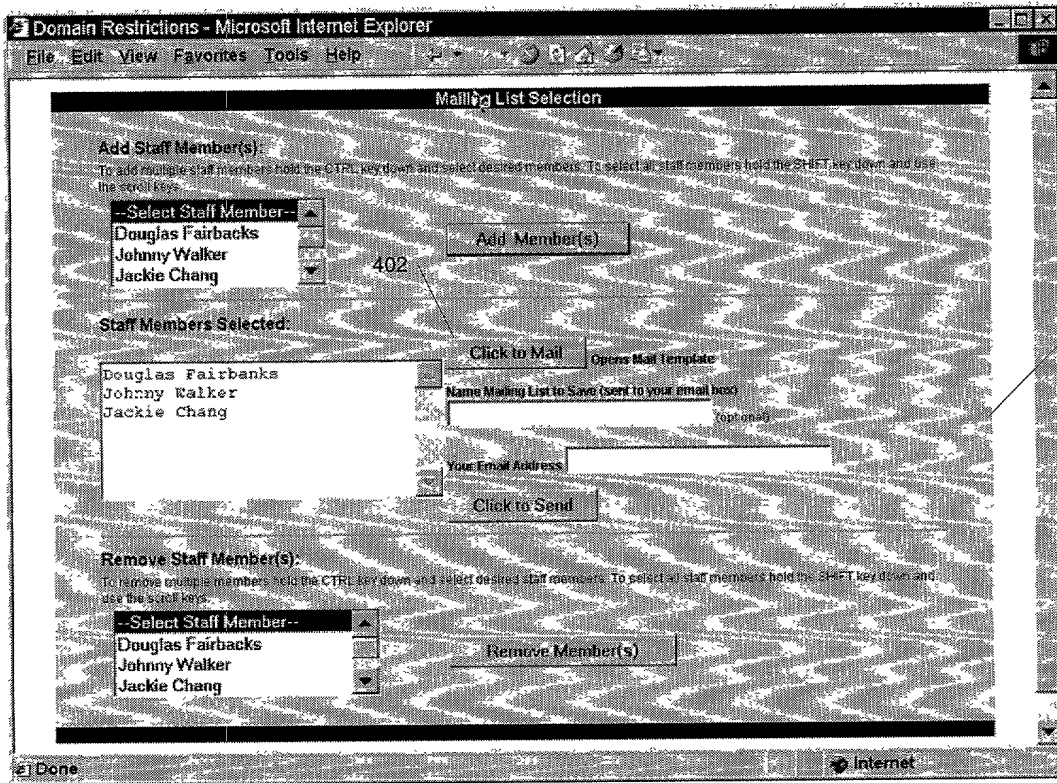


FIG. 4

Help Desk Admin - Phone List		
LOCATION	PHONE	PRIMARY
OFFICE:	678.256.7336	<input checked="" type="radio"/>
HOME:	770.564.1476	<input type="radio"/>
CELL:	404.664.0797	<input type="radio"/>
PAGER:	888.987.0192	<input type="radio"/>
<input type="button" value="Update"/> <input type="button" value="Print"/> <input type="button" value="Close"/>		
Charles Matthews		

FIG. 5

1005147-01160

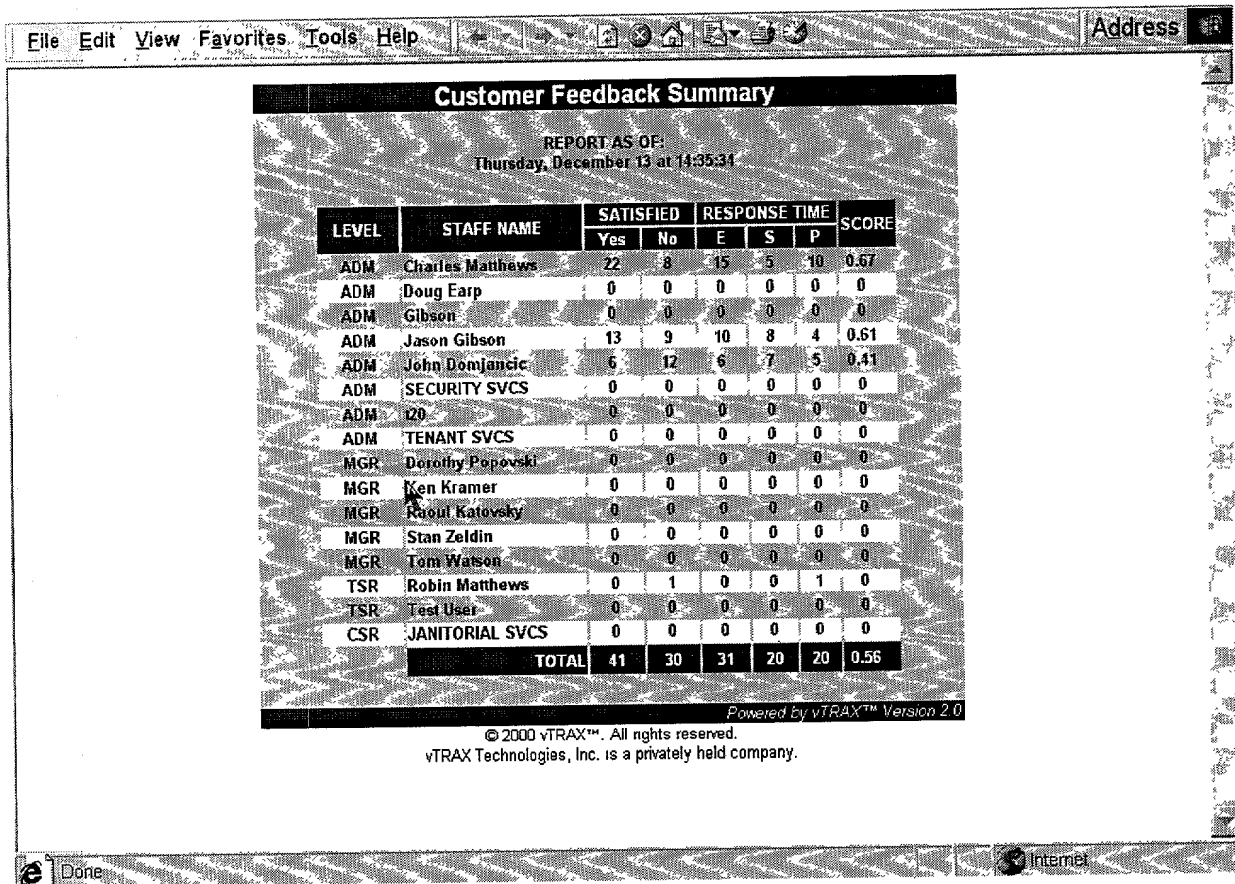


FIG. 6

File Edit View Favorites Tools Help Address

View Closed Tickets

Port Options ==PRIORITY== ==CATEGORY== ==OWNER== ==ASSIGNED TO== ==CLOSED BY==

Date: ☐ Old ☒ New Score: ☐ All ☐ ☐ ☐ Search for ☐ Ticket ☒ Customer

TICKET	PRINT	PRIORITY	MEDIA	DATE	TIME	ELAPSED	CUSTOMER NAME	CATEGORY	TICKET OWNER	ASSIGNED TO	CLOSED
108		Normal		2000-09-07	22:14:35	159d:12h:52m	Jill Kellmore	Electrical	Jason Gibson	Charles Matthews	Charles Mat
109		URGENT		2000-09-07	22:17:07	162d:23h:37m	Jill Kellmore	Electrical	Jason Gibson	Test User	Charles Mat
110		Normal		2000-09-07	22:32:39	162d:23h:22m	Chuckie Cheese	Electrical	Jason Gibson	Charles Matthews	Charles Mat
111		URGENT		2000-09-09	14:37:37	05d:09h:00m	test	Electrical	Jason Gibson	Charles Matthews	John Domia
114		High		2000-09-13	13:00:11	00d:00h:03m	df	Plumbing Services	Robin Matthews	Robin Matthews	John Domia
115		High		2000-09-13	13:16:34	00d:06h:14m	dgd	Loading Dock Service	Jason Gibson	Jason Gibson	John Domia
116		Normal		2000-09-13	13:17:40	00d:00h:04m	erer	Electrical	Jason Gibson	Jason Gibson	John Domia
117		Normal		2000-09-13	13:18:17	157d:09h:37m	dfdfdf	HVAC Services	Jason Gibson	Test User	Charles Mat
118		Normal		2000-09-13	13:21:05	00d:07h:31m	dfdf	Construction Repairs	UNASSIGNED	UNASSIGNED	John Domia
119		High		2000-09-13	13:41:20	165d:23h:53m	dgd	Loading Dock Service	Jason Gibson	Test User	John Domia
120		URGENT		2000-09-13	19:02:58	00d:00h:02m	dfdf	Construction Repairs	Charles Matthews	Charles Matthews	John Domia
121		Normal		2000-09-13	19:24:52	00d:01h:53m	dfdf	Electrical	Jason Gibson	Stephen Adkins	John Domia
122		URGENT		2000-09-13	21:12:41	00d:00h:05m	dfdf	Construction Repairs	Charles Matthews	Test User	John Domia
123		High		2000-09-13	21:13:42	00d:00h:05m	trytrytry	Plumbing Services	Robin Matthews	Robin Matthews	John Domia
124		Normal		2000-09-18	16:41:17	88d:04h:01m	Annie Dickinson	Electrical	Jason Gibson	Jason Gibson	Charles Mat
126		URGENT		2000-09-18	17:07:10	382d:22h:52m	dd	Facilities Mgmt	John Domiancic	John Domiancic	John Domia
127		Normal		2000-09-18	17:08:01	165d:21h:21m	dd	Electrical	Jason Gibson	Jason Gibson	Jason Gibso

Done Internet

FIG. 7

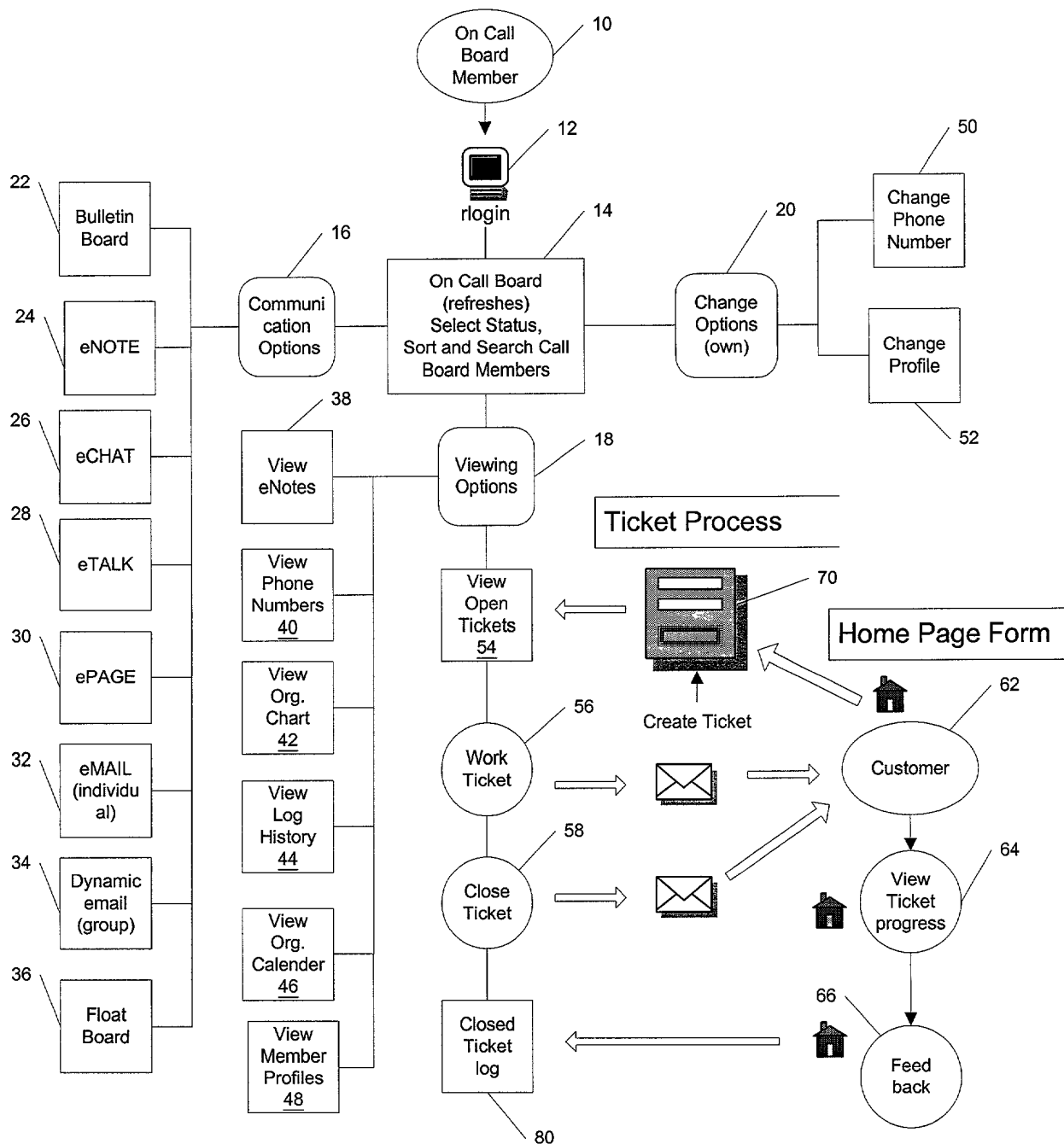


FIG. 8